

18 July 2023

Tēnā koe Sarah

Your Official Information Act request, reference: HNZ00024001

Thank you for your email 9 May asking for the following which has been considered under the Official Information Act 1982 (the Act):

I'd like to request ALL information in regards to the Te Whatu Ora New Zealand complaints policy which is for Counties Manukau Health. The Te Whatu Ora New Zealand website <https://www.countiesmanukau.health.nz/contact-us/feedback-form/> only gives information on how to lodge a complaint.

I'm specifically interested in the complaints policy for Counties Manukau Health within the Counties Manukau region which explains how the life cycle of a complaint, in how a complaint is managed by the Middlemore Feedback Complaints Team, in conjunction with other departments/services and all processes/procedures that the Middlemore Feedback Complaints Team are responsible for.

There isn't a downloadable copy available on the Te Whatu Ora New Zealand website.

I'd like to request for ALL information regarding the complaints policy and processes in the navigation and management of complaints, which is the most recent and relevant policy.

Response:

For context the Counties Manukau District (Te Whatu Ora – Counties Manukau District) employs over 8,500 staff and provides health and support services to people living in the Counties Manukau region (approx. 601,490 people). We see over 118,000 people in our Emergency Department each year, over 490,000 outpatient appointments each year, and over 2,000 visitors come through Middlemore Hospital daily.

Our services are delivered via hospital, outpatient, ambulatory and community-based models of care. We provide national, regional and supra-regional specialist services i.e. for orthopaedics, plastics, burns and spinal services. There are also several specialist services provided including tertiary surgical services, medical services, mental health and addiction services.

In response to your more specific question:

I'd like to request ALL information in regards to the Te Whatu Ora New Zealand complaints policy which is for Counties Manukau Health.

Attached as requested is the Complaints Resolution and Management and Patient Feedback policy.

I'm specifically interested in the complaints policy for Counties Manukau Health within the Counties Manukau region which explains how the life cycle of a complaint, in how a complaint is managed by the Middlemore Feedback Complaints Team, in conjunction with other departments/services and all processes/procedures that the Middlemore Feedback Complaints Team are responsible for.

As attached including Consumer Related Complaints and Feedback Policy

I'd like to request for ALL information regarding the complaints policy and processes in the navigation and management of complaints, which is the most recent and relevant policy.

Management Process of Complaints (Written or Verbal)

Complaint Received: When a complaint is made to any CM Health staff members, they are responsible for ensuring that the complaint is forwarded to Feedback Central feedbackcentral@middlemore.co.nz	Immediately / 1 working day
Log: Feedback Central will log the details into the Feedback System.	1 working day
Acknowledge: Feedback Central will acknowledge the complaint.	Within 5 working days from receipt by CM Health of the complaint
Investigate & Respond: Feedback Central will send complaint to the appropriate services for their investigation and response. Services collate all information and prepare a draft response. For Multi Services Response: For complaints across multi-services Feedback Central will co-ordinate and draft the response for Services to review. (A multi service complaint is a complaint that involves 2 or more services)	Within 20 working days from receipt by CM Health of the complaint
Review & Send Response: Services send the response to the complainant. If more time is required then the complainant must be informed of this and kept up to date with progress at a minimum each month.	Within 20 working days from receipt by CM Health of the complaint
Resolution: Update Feedback reporting system with resolution.	Within 20 working days from receipt by CM Health of the complaint
Correction Action Plan: Findings and recommendations identified. Learning and correction action plan for improvements to be completed. Plan to include specific changes with measureable outcomes.	Within 90 working days from resolution of the complaint

How to get in contact

If you have any questions, you can contact us at hnzOIA@health.govt.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

As this information may be of interest to other members of the public, Te Whatu Ora may proactively release a copy of this response on our website. All requester data, including your name and contact details, will be removed prior to release.

Naaku iti noa, naa



Dr Vanessa Thornton

Interim District Director - Counties Manukau

Te Whatu Ora – Health New Zealand

[TeWhatuOra.govt.nz](https://www.tewhatuora.govt.nz)

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Te Kāwanatanga o Aotearoa
New Zealand Government